

ARKANSAS DIVISION OF SERVICES FOR THE BLIND
Client Satisfaction Survey Results
FFY 2009 VR Consumers Polled

METHODOLOGY

The 2009 Client Satisfaction Survey was mailed in various media via FREE MATTER FOR THE BLIND, to every DSB VR consumer for Federal Fiscal Year 2009. Postage-free return addressed envelopes were provided. The questions with their responses follow the overall summary. The survey consisted of ten questions and consumers were asked to indicate their satisfaction by choosing between strongly agree, agree, disagree, and strongly disagree.

OVERALL SUMMARY

Of the 1,406 surveys mailed, 127 or 9.03% were returned undeliverable. To date, 536 surveys have been returned. The surveys returned represent a 38.12% return rate for 2009. **Overall, the satisfaction rate is 92.69% which is up 2.21% from last year.**

RESPONSES TO QUESTIONS

Question Number 1: Services were provided in a timely manner.

Response: Of the 536 surveys received, 99 did not indicate a choice. Of the remaining 437 responses, 283 or 64.75% strongly agreed, 121 or 27.68% agreed, 14 or 3.2% disagreed, and 19 or 4.34% strongly disagreed. **This is an overall satisfaction rate of 92.43% for this question.**

Question Number 2: My telephone calls were returned promptly.

Response: Of the 536 surveys received, 127 did not indicate a choice. Of the remaining 409 responses, 245 or 59.90% strongly agreed, 131 or 32.09% agreed, 20 or 4.84% disagreed, and 14 or 3.17% strongly disagreed. **This is an overall satisfaction rate of 91.99% for this question.**

Question Number 3: I was treated with courtesy and respect from all staff.

Response: Of the 536 surveys received, 129 did not indicate a choice. Of the remaining 407 responses, 303 or 74.44% strongly agreed, 88 or 21.86% agreed, 10 or 2.45% disagreed, and 4 or 1.25% strongly disagreed. **This is an overall satisfaction rate of 96.60% for this question.**

Question Number 4: I feel my counselor provided me with relevant information and services for my specific situation.

Response: Of the 536 surveys received, 127 did not indicate a choice. Of the remaining 409 responses, 290 or 70.90% strongly agreed, 93 or 22.26% agreed, 15 or 3.66% disagreed, and 11 or 2.68% strongly disagreed. **This is an overall satisfaction rate of 93.66% for this question.**

Question Number 5: My counselor was attentive, concerned, and interested in my well-being.

Response: Of the 536 surveys received, 130 did not indicate a choice. Of the remaining 407 responses, 298 or 73.39% strongly agreed, 88 or 21.67% agreed, 10 or 2.43% disagreed, and 10 or 2.43% strongly disagreed. **This is an overall satisfaction rate of 95.07% for this question.**

Question Number 6: I am satisfied with the amount of contact I had with my counselor.

Response: Of the 536 surveys received, 133 did not indicate a choice. Of the remaining 403 responses, 267 or 66.25% strongly agreed, 105 or 26.05% agreed, 20 or 4.62% disagreed, and 11 or 2.72% strongly disagreed. **This is an overall satisfaction rate of 92.30% for this question.**

Question Number 7: My counselor was familiar with technology and techniques used by blind and visually impaired individuals.

Response: Of the 536 surveys received, 131 did not indicate a choice. Of the remaining 405 responses, 270 or 66.66% strongly agreed, 115 or 28.39% agreed, 15 or 3.70% disagreed, and 5 or 1.23% strongly disagreed. **This is an overall satisfaction rate of 95.06% for this question.**

Question Number 8: I participated in the development of my Individualized Plan for Employment and feel that all services needed to reach my goals were offered.

Response: Of the 536 surveys received, 159 did not indicate a choice. Of the remaining 377 responses, 224 or 59.41% strongly agreed, 111 or 29.44% agreed, 28 or 7.42% disagreed, and 14 or 3.71% strongly disagreed. **This is an overall satisfaction rate of 88.85% for this question.**

Question Number 9: The services I received from Services for the Blind made a positive change in my career and helped me achieve greater personal success.

Response: Of the 536 surveys received, 148 did not indicate a choice. Of the remaining 388 responses, 225 or 57.98% strongly agreed, 123 or 32.11% agreed, 26 or 6.70% disagreed, and 13 or 3.35% strongly disagreed. **This is an overall satisfaction rate of 90.10% for this question.**

Question Number 10: Overall, I am satisfied with the services I received and feel my needs have been met.

Response: Of the 536 surveys received, 142 did not indicate a choice. Of the remaining 394 responses, 261 or 66.24% strongly agreed, 97 or 24.61% agreed, 15 or 3.80% disagreed, and 13 or 3.78% strongly disagreed. **This is an overall satisfaction rate of 90.85% for this question.**

Comments ranged from, “Thank you so much! I can see!” to “Your services kept me from losing my job and saving my eyesight”. Other comments included, “Patrick was great!” “I want to make a comment about Terra. I was embarrassed at the beginning. It felt like I was getting a “welfare” hand-out, but Terra treated me with so much compassion and respect that I walked away with my dignity in tact. SHE’S A KEEPER!”